



BBA HONS' HOSPITALITY MANAGEMENT- 3Years
BBA Hospitality Management Semester- III

Course Code	UM03CBBH74	Title of the Course	Housekeeping Operation-II (T+P)
Total Credits of the Course	03	Hours per Week	3

Course Objectives:	<ul style="list-style-type: none"> • To understand operation of housekeeping department in 5 star hotels • To provide knowledge of Desk control and its duties for departmental coordination.
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Course Content		
Unit	Description	Weightage* (%)
1.	Desk Control and Record Keeping <ul style="list-style-type: none"> • Various Housekeeping reports- Room occupancy report, discrepancy Reports, room status report. • Handling VIP's in the hotel, amenities for VIP's. • Establishing Par stock. • Housekeeping inventory. • Discards management. (Self-study of guest room's amenities and supply.) 	25%
2.	Laundry Operation- <ul style="list-style-type: none"> • Definition. Types of laundry. • Laundry Layout. Laundry cycle, • Laundry Equipments & Cleaning Agents. • Advantage and disadvantage of laundries. • Duty and responsibilities of laundry manager. (Self-learning-SOP's of laundry operation) 	25%
3.	Textiles <ul style="list-style-type: none"> • Classification of fibers and fabrics • Characteristics, uses and examples of commonly used fabrics • Finishing process given to the fabric (Self-learning- Soft furnishing and upholstery)	25%
4.	Housekeeping Supervision <ul style="list-style-type: none"> • Importance of supervision • Duty rosters • Special cleaning program- Daily, weekly, fortnightly, and monthly cleaning • Types of key and key handling Housekeeping contract basis cleaning & services-	25%





	Types of contract services in housekeeping, advantage and disadvantage of contract services. New trends in hotel industry.	
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Teaching-Learning Methodology	Lecture, Practical learning, project and assignment, E- learning and training manual
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PRACTICAL		
Sr. No.	Description in details	Weightage
1.	Store inventory	25%
2.	Operating laundry equipment	25%
3.	Bed making- Single and Double	25%
4.	Supervision of Guest's room and premises	25%

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able	
1.	To know about Housekeeping sub department and operation.
2.	To be familiar with laundry equipments and its procedure.
3.	To know about staff's duty roaster.





4.	to know about types of fibers and fabrics.
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Suggested References:

Sr. No.	References
1.	G. Raghubalan and Smritee Raghubalan- Hotel Housekeeping, Publisher Oxford university press
2.	Sudhir Andrews- Housekeeping A Training Manual, publisher McGraw Hill Education
3.	Aleta Nitschke and William D. Frye- Managing Housekeeping Operation, Publisher Educational Inst of the Amer hotel

On-line resources to be used if available as reference material

On-line Resources

WWW.hmhub.me

WWW.hmhelp.in

